

EXHIBIT A - ADDITIONAL WARRANTIES

Howard Computers has several warranty options from which its customers may choose. With the exception of portable systems (i.e. Notebooks, Tablet PCs, etc), all Howard Computers come standard with a three-year limited, one-year next business day on-site warranty. This includes one year of next business day on-site service and two years of next business day parts delivery service.

All Howard Computers can be upgraded from the standard limited warranty. So, depending on the extended warranty option of your choice, you are completely covered for parts, labor and onsite service for the number of years included with your selected option.

Howard's toll-free technical support is available 7-days a week, 24-hours a day. This is good for the life of the system.

Howard Computers, recognizing the need to provide our partners and customers with access to the very latest in peripherals and other technology products, has established agreements and partnerships with many of the leading distributors and manufacturers. Over 10,000 products such as printers, scanners, digital cameras, network equipment (routers, switches, etc.) and software are available online directly from our website. Any items purchased from the online catalog separate from the Howard Computers' base system will be covered by the manufacturers warranty. Items purchased as part of a Howard Computers' base system are covered by Howard Computers' Limited Warranty Agreement.

LIMITED WARRANTY for Desktop & Server Systems

1. Three Year Limited Warranty, Next Business Day One Year On-Site

Howard Industries, Inc. (Howard) warrants that the Howard Computer products purchased by you will be free from defects in materials and/or workmanship when in normal use for a period of three (3) years from the date of delivery with the following exceptions:

- a. Defective CDs, DVDs, diskettes or other software media that are delivered with your product will be replaced by Howard or its suppliers for ninety (90) days from the date you received your product.
- b. Howard DOES NOT WARRANT ANY SOFTWARE.
- c. Defective accessories, other than software, that are delivered with your product will be replaced by Howard or its suppliers for thirty (30) days from the date you received your product.
- d. Next business day on-site warranty service is provided for one (1) year from the date of shipment for the Howard Computers' products. Second business day response at times may be required in case of delays beyond Howard Computers' control (such as Acts of God or calls reported to Technical Support after 3pm, central standard time). The hours of next business day on-site warranty service will be 8am to 5pm local time, Monday through Friday, holidays excluded.
- e. On-site warranty service is not available for Field Replaceable Units (FRU) such as monitors, keyboards, mice or similar external components of the product. A Howard authorized third party vendor may provide on-site service.
- f. Batteries, charger, carrying case, and AC power adapter for all portable systems (i.e. PDA, Laptops, Tablet PCs, & etc) are covered by a limited warranty for only the initial ONE-YEAR PERIOD after system delivery.

To obtain service under this limited warranty, you must contact Howard Technical Support within the warranty period. Technical Support personnel will work to resolve issues professionally and quickly, however, you must provide reasonable assistance in order to facilitate and/or receive support services. If Howard Technical Support is unable to correct the problem they may authorize a replacement part or parts, on-site service or a product replacement. ON-SITE SERVICE AND PRODUCT REPLACEMENTS ARE CONSIDERED OPTIONS OF LAST RESORT. All replaced parts must be returned to Howard. If a replaced part is not returned to

Howard, you must pay Howard for that part.

Howard does not warrant damages or defects to the Howard Computer under the following conditions: an Act of God, abuse, accident, or misuse of the Howard Computer products, unauthorized service or repair of the Howard Computer products, damage from electrical power problems, usage of parts or components not supplied by Howard, failure to follow product instructions and guidelines, unauthorized changes to the Howard Computer, shipping damage (other than during original shipment from Howard), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external causes.

Howard will, under the warranty period, repair or replace defective parts with new or serviceable used parts. The determination of when to use new and when to use serviceable used parts will be at the sole discretion of Howard. Howard owns all removed and repaired parts from the Howard Computer product. The repair or replacement of a Howard Computer product does not extend the warranty of said computer product.

This limited warranty is extended only to the original purchaser and is non-transferable. In addition, this warranty is only valid within the United States of America.

For this warranty to be valid, the Howard Computer must have been purchased directly from Howard or from an authorized representative of Howard.

THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. HOWARD DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE.

EXCEPT FOR THE OBLIGATIONS SET FORTH IN THIS WARRANTY STATEMENT HOWARD SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR LOSSES IN PROFITS, LOSSES IN REVENUE, LOSSES IN SAVINGS, LOSSES OF DATA, DOWNTIME, COSTS OF CAPITAL, COST OF REPLACEMENT EQUIPMENT (TEMPORARY OR PERMANENT), COSTS OF TIME, THIRD PARTIES' CLAIMS OR INJURY TO PROPERTY.

The limit of the liability of Howard to repair its computer product after a reasonable amount of time and a reasonable number of attempts shall be the replacement of the Howard computer product or a refund of the original purchase price of the computer product. The decision regarding replacement versus refund shall be at the sole discretion of Howard. The above options are the only remedies for any perceived breach of warranty by Howard.

In states that do not allow limitations on implied warranties or on the length of implied warranties, the above limitations may not apply to you. In states that do not allow for the exclusion or limitation of incidental and consequential damages, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. To determine other rights you may have, review your applicable state laws.

2. Extended next business day on-site service

A next business day on-site service upgrade extends the term of next business day on-site warranty services described in Section 1 from one (1) year to a maximum of three (3) years from the date of shipment of the computer product. This upgrade is only available for purchase during the original warranty period from Howard Computers.

LIMITED WARRANTY for Portable Systems

1. One Year Limited Warranty, Return to Depot.

The Limited Warranty for Portable Systems is identical to Desktop and Server Systems except the Standard Warranty is One Year Limited Return to Depot.

All Howard Computers can be upgraded from the standard limited warranty. So, depending on the extended warranty option of your choice, you are completely covered for parts, labor and onsite service for the number of years included with your selected option.

LIMITED WARRANTY for Tablet PC

1. One (1) Year Limited Warranty

Howard Industries, Inc. (Howard) warrants that the Howard Computer product(s) purchased by you will be free from defects in materials and/or workmanship under normal use for a period of one (1) year from the date of product delivery with the following EXCEPTIONS:

- a. Defective CDs, DVDs, diskettes or other software media that are delivered with your product will be replaced by Howard or its suppliers for ninety (90) days from the date you received your product.
- b. Howard DOES NOT WARRANT ANY SOFTWARE PRODUCTS, INCLUDING THE OPERATING SYSTEMS PREINSTALLED BY HOWARD COMPUTERS.
- c. Defective accessories or peripherals, other than software, that are delivered with your product will be replaced by Howard or its suppliers for thirty (30) days from the date you received your product. Manufacturers' warranty applies after initial thirty (30) days.
- d. Batteries, Chargers, Carrying Cases, and AC Power adapter for all portable systems (i.e. PDA, Laptops, Tablet PCs, & etc) are covered by a limited warranty for only the initial ONE-YEAR PERIOD after product delivery.

To obtain service under this limited warranty, you must contact Howard Technical Support within the warranty period. Technical Support personnel will work to resolve issues professionally and quickly, however, you must provide reasonable assistance in order to facilitate and/or receive support services. If Howard Technical Support is unable to correct the problem they may authorize a replacement part or parts, product return to depot for repair or a product replacement. All replaced parts must be returned to Howard. If a replaced part is not returned to Howard, you must pay Howard for that part.

Howard does not warrant damages or defects to the Howard Computer under the following conditions: an Act of God, abuse, accident, or misuse of the Howard Computer products, unauthorized service or repair of the Howard Computer products, damage from electrical power problems, usage of parts or components not supplied by Howard, failure to follow product instructions and guidelines, unauthorized changes to the Howard Computer, shipping damage (other than during original shipment from Howard), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external causes.

Howard will, under the warranty period, repair or replace defective parts with new or serviceable used parts. The determination of when to use new and when to use serviceable used parts will be at the sole discretion of Howard. Howard owns all removed and repaired parts from the Howard Computer product. The repair or replacement of a Howard Computers product does not extend the warranty of said computer product. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period (whichever is longer) of the Howard Computer product in which they are installed.

This limited warranty is extended only to the original purchaser and is non-transferable. In addition, this warranty is only valid within the United States of America.

For this warranty to be valid, the Howard Computer product must have been purchased directly from Howard Computers or from an authorized representative of Howard Computers.

THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES

EXPRESSED OR IMPLIED INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. HOWARD DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE.

EXCEPT FOR THE OBLIGATIONS SET FORTH IN THIS WARRANTY STATEMENT HOWARD SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR LOSSES IN PROFITS, LOSSES IN REVENUE, LOSSES IN SAVINGS, LOSSES OF DATA, DOWNTIME, COSTS OF CAPITAL, COST OF REPLACEMENT EQUIPMENT (TEMPORARY OR PERMANENT), COSTS OF TIME, THIRD PARTIES' CLAIMS OR INJURY TO PROPERTY.

The limit of the liability of Howard to repair its computer product after a reasonable amount of time and a reasonable number of attempts shall be the replacement of the Howard computer product or a refund of the original purchase price of the computer product. The decision regarding replacement versus refund shall be at the sole discretion of Howard. The above options are the only remedies for any perceived breach of warranty by Howard.

In states that do not allow limitations on implied warranties or on the length of implied warranties, the above limitations may not apply to you. In states that do not allow for the exclusion or limitation of incidental and consequential damages, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. To determine other rights you may have, review your applicable state laws.

2. Warranty Extensions

Howard Computers currently offers an option to extend the Limited Warranty of the Howard portable product described in Section 1 from one (1) year to either two (2) or a maximum of three (3) years from the date of shipment of the Howard Computer product. This extension is only available for purchase during the original warranty period from Howard Computers

Warranty Statement for PDA's and Printers

Defective accessories or peripherals, other than software, that are delivered with your product or alone will be replaced by Howard for thirty (30) days from the date you received your product. Manufacturers' warranty applies after initial thirty (30) days. In addition, all standard manufacturer's warranties will be serviced by Howard (usually 1 year limited warranty). Howard will provide the warranty service and maintenance for this an all equipment under this contract in the Master Price Agreement as well as the takeback program.

EXHIBIT B - COMPLAINT RESOLUTION

A. Non-Technical Issues

Non-technical issues may be addressed by calling our WSCA Contract Representative, Kelly Turner via our toll free number at 1-888-912-3151 or via her direct line at 601-399-5114 or via email at kturner@howardcomputers.com. Kelly can assist any WSCA customer with issues such as invoicing/billing problems, order status, delivery changes or instructions or any other issues that do not involve technical/repair type issues concerning the computers or the order. If a problem occurs that she cannot immediately resolve to the customer's satisfaction, she then takes that problem directly to the Director of Inside Sales, Kyle McCoy or the President of New Business Development. If they are unavailable or unable to solve the issue, it is taken directly to the corporate President or CEO for resolution. Most issues of this type can be solved a matter of minutes or in the extreme within 24 hours.

B. Technical Issues

1. If issues of a technical nature should arise, our Customer Service Department is available to resolve them. The Customer Service Department can be reached via our toll free number at 1-888-323-3151 or via the website at www.howardcomputers.com.
2. Upon receipt of an initial customer service call, a Tier one (1) Customer Service technician will first attempt to diagnose the issue and obtain a problem resolution within the initial phone call. Problem resolution for customer phone calls is typically between five (5) minutes and one (1) hour depending on type of problem and level of customer's computer knowledge. If an on-site service call is required, which is typically next business day, the service representative will consult with the Customer Support Manager to determine the most efficient means of supporting that customer. All serviceable parts (new or used) are shipped via UPS next business day delivery service. Within one hour of confirming that onsite is needed, a support representative will be contacted to provide the next business day on-site support. In all areas and instances where it is in the customer's best interest, we will utilize one of our third party contract support representatives, located within your geographical area, to expedite the next business day on-site service. Under special circumstances, if the problem is large-scale and requires the attention of a direct Howard Computers' employee then Howard Computers' employee will be contacted and dispatched, regardless of geographic area, instead of utilizing one of our contract support representatives.
3. Tiers\Level of support:
 - a. Tier One Customer Service technicians have a minimum of one year of customer service experience and are familiar with Win9x, Win 2000, Win XP, Win NT, and Novell operating system environments and standard office application products. They are familiar with basic to mid-level diagnostic procedures and trouble shooting techniques for hardware and software.
 - b. Tier Two Customer Service Technicians have a minimum of two years of customer service experience and are familiar with Win9x, Win 2000, Win XP, Win NT, and Novell operating system environments and advanced office application products. They are familiar with advanced diagnostic procedures and trouble shooting techniques for hardware and software.
 - c. Tier Three Customer Service is staffed by the Howard Computers Engineering Department's engineers and engineering technicians. These engineers and engineering technicians provide the Customer Service Department with a high degree of expertise, experience, and educational background. The Engineering Department gives ready access to Microsoft Certified Systems Engineers (MCSE), Certified Novell Engineers (CNE), COMPTIA A+ technicians, and electrical and computer engineers.

EXHIBIT C - VALUE ADDED SERVICES

Contact the Contractor for more details on these services and their related costs.

- A. Network Consulting & Integration Services** consist of services that revolve around Network infrastructure development and implementation and are typically project driven.
- B. Technical Management Services** consist of support services that revolve around ongoing day to day support of technology and typically have a contracted time frame.
- C. Product Procurement Services** consist of the procurement, configuration and delivery of computer equipment.

Please see below for a detailed listing of products and services provided as value added services by Howard Computers:

- 1. Systems Integration and Consulting Services
- 2. Network Design, Implementation, Management and Support - LAN and WAN
- 3. Network and Data Security Review
- 4. Network Assessment
- 5. Wireless Network Solutions
- 6. Structured Cabling
- 7. Customized Training Programs
- 8. Application Development
- 9. Internet/Intranet Development
- 10. Web Site Hosting and Management
- 11. Hardware Sales, Service and Support
- 12. Software Sales, Service and Support
- 13. Service Level Agreements – Contract for Services
 - Regularly Scheduled Preventative Maintenance
 - Full-time, On-site, Technicians and/or Engineers
 - Part-time, On-site, Technicians and/or Engineers
 - As-needed, On-site, Technicians and/or Engineers



WSCA/NASPO Contract Administration

112 Administration Building

50 Sherburne Avenue

St. Paul, MN 55155

Fax: 651.297.3996

TTY: MN Relay Service 1.800.627.3529

<http://www.mmd.admin.state.mn.us>

**AMENDMENT NUMBER: ONE (1)
TO CONTRACT NUMBER: A63310**

THIS AMENDMENT is by and between the State of Minnesota, acting through its commissioner of Administration, for the WSCA/NASPO ("Lead State") and Howard Computers (Contractor).

WHEREAS, the Lead State has a Contract with the Contractor identified as No. A63310, effective September 1, 2004, through August 31, 2007, to provide direct-from-manufacturer personal computer equipment and related devices, software and services; and

WHEREAS, Minn. Stat. § 16C.03, subd. 5, affords the commissioner of Administration, or delegate pursuant to Minn. Stat. § 16C.03, subd. 16, the authority to amend contracts.

NOW, THEREFORE, it is agreed by the parties to amend the Contract as follows:

1. Change the definition of "Peripherals" to read: "Peripherals" include but are not limited to storage, printers (including multifunction network print/fax/scanner devices), scanners (used in conjunction with computing equipment), monitors, keyboards, uninterruptible power supplies (UPS) and accessories. Adaptive/Assistive technology devices are included as well as configurations for education. A third party may manufacture peripherals. The Contractor shall provide the warranty service and maintenance for equipment on a Master Price Agreement as well as a Takeback Program.

This Amendment is effective beginning on September 1, 2004, and shall remain in effect until August 31, 2007, or until the Contract is canceled, whichever occurs first.

Except as herein amended, the provisions of the original Contract between the parties hereto are expressly reaffirmed and remain in full force and effect.

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WSCA/NASPO Contract Administration

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IN WITNESS WHEREOF, the parties have caused this Amendment to be duly executed intending to be bound thereby.

1. CONTRACTOR

HOWARD COMPUTERS

The Contractor certifies that the appropriate person(s) have executed this document on behalf of the Contractor as required by applicable articles, bylaws, resolutions, or ordinances.

By: Linda J. Howard

Title: President

Date: 08/25/04

2. LEAD STATE

MATERIALS MANAGEMENT DIVISION

In accordance with Minn. Stat. § 16C.03, Subd. 3.

By: Bernadette Kopischke

Title: Acquisition Management Specialist

Date: 9/3/04

By: _____

Title: _____

Date: _____

3. LEAD STATE

COMMISSIONER OF ADMINISTRATION

Or delegated representative.

By: [Signature]

Date: 10/5/04